DISCIPLINE: Geographic Information Systems (GIS)

Discipline Roadmap for: Geographic Information Systems (GIS)

Current	2 Years	5 Years
		Strategic Direction
ESRI Suite →	**General GIS**: **ESRI Suite**	**Market Watch**
Intergraph →	**Engineering GIS: Intergraph**	

| | **Shared** | **Agency** ✓ |

Maptitude

Retirement Targets	**Mainstream Platforms** (must be supported)
	ESRI, Intergraph

Containment Targets	**Emerging Platforms**
Maptitude (runs on Windows XP & 2000 OS)	

Implications and Dependencies

- GPS-Transfer standards to ESRI and Intergraph such as Trimble & Magellan (Thales Navigation)
- ERDAS Imagine image classification system and Image/Stereo Analyst for image integration in ArcGIS

Roadmap Notes

- Need state GIS coordinator, creation/empowerment of GIS Coordination Council, implementation of GIS plan.

- **Discipline Boundaries:**
  - ❑ GPS is included in this discipline only to the extent that GPS devices have the capability of exporting data accurately to ESRI and INTERGRAPH application suites.
- **Discipline Standards:**
  - ❑ Federal Geographic Data Committee (FGDC) and other applicable data standards
  - ❑ ESRI, Intergraph
- **Migration Considerations:**
  - ❑ Costs, Data/record formats and compatibility
- **Exception Considerations:**
  - ❑ <Add text>
- **Miscellaneous Notes:**
  - ❑ The GIS PlanGraphics Reports (Volume 1 and Volume 2) dated 4/30/2001 and preceding needs analysis have been obtained (SEE:http://www.scgs.state.sc.us/smac/default.htm).
- **Established Date:**
  - ❑ November 19, 2003
- **Date Last Updated:**
  - ❑ September 27, 2006
- **Next Review Date:**
  - ❑ September 2007

DISCIPLINE: CRM
Discipline Roadmap for: CRM (Customer Relationship Management)

DOMAIN: Enterprise Applications

Current	2 Years	5 Years
Baseline Environment	**Tactical Deployment**	**Strategic Direction**
Agency Proprietary Systems	SAP	Market Watch

	Shared	Agency
		✓

Retirement Targets

Mainstream Platforms (must be supported)

SAP

Containment Targets

Emerging Platforms

Market Watch

Implications and Dependencies

Pending SCEIS (SAP) human resource and finance implementation.

Roadmap Notes

DISCIPLINE: CRM
Discipline Roadmap for: CRM (Customer Relationship Management)

- **Discipline Boundaries:**
  - CRM is a systematic strategy for utilizing customer information and customer contact history to enhance customer experience and influence future behavior. CRM is not solely an information technology solution but an holistic approach to managing customer relations.
- **Discipline Standards:**
  - There are no CRM standards, per se, so agencies should focus on interoperability and underlying infrastructure standards, e.g. XML and W3C. The market leaders as identified by Gartner's magic quadrant are: IBM Business Consulting Services, Accenture, and Deloitte

- **Migration Considerations:**
  -
- **Exception Considerations:**
  -
- **Miscellaneous Notes:**
  -
- **Established**
  - September 27, 2006
- **Date Last Updated:**
  - September 27, 2006
- **Next Review Date:**
  - September 2007

DISCIPLINE: Enterprise Resource Planning (ERP)

Discipline Roadmap for: Enterprise Resource Planning (ERP)

Current	2 Years	5 Years
Baseline Environment	**Tactical Deployment**	**Strategic Direction**
SAP → **STARS** **STATEWIDE PAYROLL SYSTEM** **HRIS** **APSC** **Multiple agency level accounting, human resources, and payroll systems and subsystems**	**SAP (ERP 2004)** → **STATEWIDE PAYROLL SYSTEM** **HRIS**	**SAP**

	Shared ✓	Agency

Retirement Targets	Mainstream Platforms (must be supported)
	STATEWIDE PAYROLL SYSTEM, HRIS, SAP

Containment Targets	Emerging Platforms
Multiple agency level accounting, human resources, and payroll systems and subsystems should be contained. Stars and APSC should be contained as they will be replaced in 2007.	**SAP**

Implications and Dependencies
- **Currently there are 173 different Applications in 70 different agencies.**
- **All agency-wide accounting,procurement, HR budget and payroll systems except for SAP should be contained.**

Roadmap Notes: Implementation of SAP is dependent upon availability of adequate funding and central support.

- **Discipline Boundaries:**
  - "Back office" components of SAP software (e.g. finance, procurement, budget, HR, payroll, supplier relationship management, etc.)
- **Discipline Standards:**
  - SAP
- **Migration Considerations:**
  - A statewide rollout plan was developed as part of the SCEIS financial and procurement blueprint. This Plan will be managed and updated periodically by the SCEIS Executive Oversight Committee to contain the number of rollouts and to accommodate agencies with aging systems. The initial realization phase began in August 2006 for the Budget and Control Board, State Treasurer's Office, Comptroller General's Office, Office of Regulatory Staff, Department of Mental Health and the BARS agencies and will continue for the remaining 60 state agencies over a four year period.
- **Exception Considerations:**
  - None
- **Miscellaneous Notes:**
  - The SCEIS Executive Oversight Committee (decision making body), the Technical Services Advisory Committee and a SCEIS Users Group have been established and will review issues and update the Enterprise Applications Domain Subcommittee, on a periodic basis.
- **Established Date:**
  - November 19, 2004
- **Date Last Updated:**
  - September 27, 2006
- **Next Review Date:**
  - September 2007

DISCIPLINE: BI
Discipline Roadmap for: BI (Business Intelligence)

DOMAIN: Enterprise Applications

Current	2 Years	5 Years
Baseline Environment	**Tactical Deployment**	**Strategic Direction**
SAS Clementine Agency Specific Applications, Data Warehouses, and Data Marts	SAP SAS Clementine	Market Watch

Shared	Agency
✓	✓

Retirement Targets	**Mainstream Platforms** (must be supported)
N/A	

Containment Targets	**Emerging Platforms**
N/A	Market Watch

Implications and Dependencies

Business Intelligence systems are generally built on a database platform, but structured for online analytical processing (OLAP) rather than online transactional processing (OLTP). The database platforms should conform to established standards, please reference the Computing Services Domain Mainframe & Mid-tier Databases for a complete list.

Roadmap Notes

Current BI activity is agency-specific. Future vision should include enterprise BI across agencies. BI systems must be differentiated from agency and enterprise operational systems.

DISCIPLINE: BI
Discipline Roadmap for: BI (Business Intelligence)

- **Discipline Boundaries:**
  - BI software and systems, including integration with databases and data warehouses. This includes selecting, blueprinting, gathering requirements, designing and rolling out solutions to end-users.
- **Discipline Standards:**
  - While there are market leaders and standard techniques for BI analytical processing, such as the OLAP cube, the only applicable standards are those for the underlying database management system.
- **Migration Considerations:**
  - N/A

- **Exception Considerations:**
  - Agency specific applications should be considered on a case by case basis.

- **Miscellaneous Notes:**
  - Today's business decision-making is increasingly dependent on Business Intelligence systems.
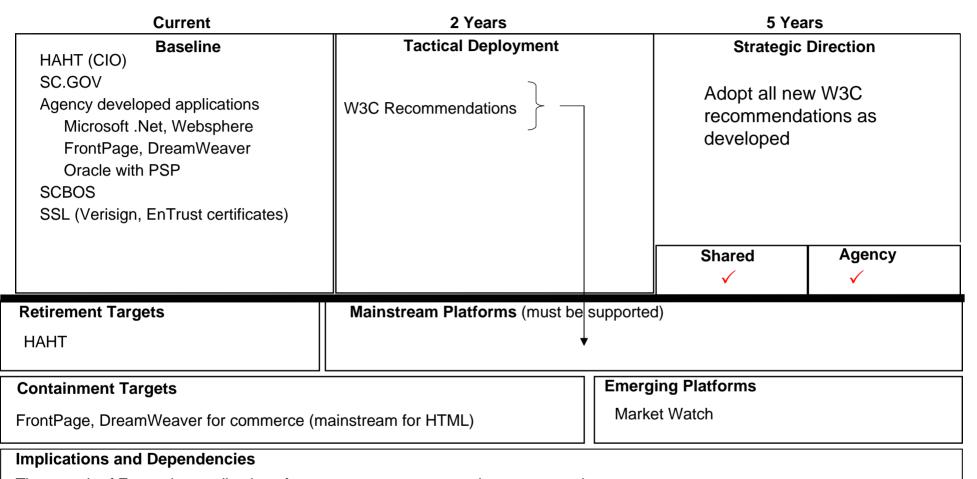- **Established**
  - September 26, 2006

- **Date Last Updated:**
  - September 26, 2006

- **Next Review Date:**
  - September 2007

DISCIPLINE: Web Commerce

Discipline Roadmap for: Web Commerce

Current	2 Years	5 Years
Baseline	**Tactical Deployment**	**Strategic Direction**
HAHT (CIO) SC.GOV Agency developed applications 　　Microsoft .Net, Websphere 　　FrontPage, DreamWeaver 　　Oracle with PSP SCBOS SSL (Verisign, EnTrust certificates)	W3C Recommendations	Adopt all new W3C recommendations as developed

Shared	Agency
✓	✓

Retirement Targets

　HAHT

Mainstream Platforms (must be supported)

Containment Targets

FrontPage, DreamWeaver for commerce (mainstream for HTML)

Emerging Platforms

　Market Watch

Implications and Dependencies

The growth of Enterprise applications for state e-commerce must be encouraged.

Security and privacy of customer/citizen information are of the highest priority.

Roadmap Notes

The Committee endorses the W3C recommendations found at http://www.w3.org/TR/#Recommendations.

DISCIPLINE: Web Commerce

Discipline Roadmap for: Web Commerce

- **Discipline Boundaries:**
  - ❏ Web Commerce includes the ability to do business with SC state government and obtain state government products and services over the Internet using a standard interface.
- **Discipline Standards:**
  - ❏ State Government entities should utilize the Worldwide Web Consortium Recommendations/Standards http://www.w3.org/TR/#Recommendations.
- **Migration Considerations:**
  - ❏ HAHT applications must be replaced by standard platform applications.
- **Exception Considerations:**
  - ❏ None
- **Miscellaneous Notes:**
  - ❏ The State must present a unified, easy to navigate face to citizens and to businesses.
  - ❏ Examples of Web Commerce engines meeting standards include SC.GOV, SCBOS, and SCEIS.
- **Established Date:**
  - ❏ September 27, 2006
- **Last Review Date:**
  - ❏ September 27, 2006
- **Next Review Date:**
  - ❏ September 2007

DISCIPLINE: Electronic Document Management Systems

Discipline Roadmap for: EDMS

Current	2 Years	5 Years
		Strategic Direction
See attached survey completed in July 2004.	Agencies should select products to meet business needs following the recommendations referenced in the Roadmap notes.	Market Watch

	Shared	**Agency**
		✓

Retirement Targets	**Mainstream Platforms** (must be supported)
None	Not applicable

Containment Targets	**Emerging Platforms**
None	Market Watch

Implications and Dependencies

- There will continue to be multiple EDMS products used by state agencies.
- The general recommendations from the SC Department of Archives and History (SCDAH) will guide future implementations.

Roadmap Notes

- The Committee endorses the basic recommendations from the SCDAH in its documents entitled "Electronic Document Management Systems" (Feb. 2005 Version 1) and "Digital Imaging" (Feb. 2005, Version 1) .

DISCIPLINE: Electronic Document Management Systems

Discipline Roadmap for: EDMS

- **Discipline Boundaries:**
  - ❑ EDMS includes document management, imaging, workflow, text retrieval, and records management.
- **Discipline Standards:**
  - ❑ See Roadmap notes
- **Migration Considerations:**
  - ❑ None
- **Exception Considerations:**
  - ❑ None
- **Miscellaneous Notes:**
  - ❑ The SCDAH will continue to update the referenced documents based upon input from participating state agencies and industry associations, particularly the Association for Information and Image Management International (AIIM).
- **Established Date Last Updated:**
  - ❑ March 23, 2005
- **Date Last Reviewed:**
  - ❑ September 27, 2006
- **Next Review Date:**
  - ❑ September 2007